

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

IF YOUR SERVICE IS DISCONNECTED

Your utility company can **SHUT OFF** your service if you **FAIL** to:

- PAY YOUR BILL
- FOLLOW THROUGH ON PAYMENT ARRANGEMENTS
- PAY A DEPOSIT, IF REQUIRED
- ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT

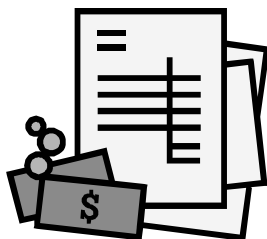
Before your service is shut off, your utility company will usually take the following steps:

- Send you a notice of the pending action and steps you need to be take to restore service. (PSC regulated companies have different policies regarding the shut off your service.)
- Attempt to contact you in person prior to your shut off date.
- Place a hang-tag on your door, informing you of possible disconnection of service.
- During winter months (November 1 through March 31), the PSC Cold Weather Rule is in effect and service cannot be disconnected when the temperature is forecasted to drop below 32 degrees.

Your utility company can **SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE** for the following reasons:

- THEFT OF SERVICE
- FRAUDULENT APPLICATION FOR SERVICE
- METER TAMPERING
- UNSAFE SERVICE CONDITIONS

GETTING YOUR SERVICE RECONNECTED



- In order to obtain new service or to reconnect service, you may be required to pay a deposit and/or a reconnection fee.

- If you have broken prior payment arrangements, the utility company may require you to pay the full balance of your bill.

- Your utility company may require you to provide proof of income.

- The utility company may require you to pay a deposit if you do not have good credit or if you do have good credit, but have a bad payment history with the utility company or you have service disconnected because of an overdue bill.



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**